

Key features HSBC InvestDirect International

The purpose of this document is to provide you with important information you need to read

Effective date on and from 31 January 2019

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How to contact us

If you've any questions or need to contact us, you can phone or write to us as shown below.

Telephone

Dealing queries

Call us on: **+44 1226 261090** if you are dialling outside the United Kingdom. Or if you are dialling from the United Kingdom, please dial **03456 080 848**.

Our opening hours (UK time) are:

Monday to Friday: 7.30am to 9.30pm

(excluding Bank Holidays)

Saturday: Closed

Sunday: Closed

Application queries

Call us on: **+44 1534 616055**

Telephone lines are open 24 hours a day, 7 days a week.

To ensure we carry out your instructions accurately, to help us to continually improve our service and in the interest of security, we will record and may monitor your communications with us. All telephone calls that lead or may lead to a transaction in investments will be recorded and kept. We will keep records of those telephone calls for seven years. We will also keep records of all Secure e-messages relating to transactions for seven years. You may ask us for a copy of any such record at any time in the applicable seven year period.

Please note that during busy periods, you may experience delays on the telephone.

Post

You can post requests, queries, comments and suggestions to us at:

HSBC InvestDirect International

PO Box 716

Forum 1

The Forum

Parkway

Whiteley

Fareham

PO14 9QD

Please note always send valuable documents to us, such as share certificates, by recorded delivery.

Please refer back to these contact details whenever this document refers to telephoning or writing to us.

Key features of this product

The purpose of this document is to provide you with important information to help you decide whether our InvestDirect International service is right for you. You should read this document, along with the HSBC InvestDirect International Terms and Conditions carefully, so that you understand the service you are applying for, and then keep them in a safe place for future reference.

Aims

The aims of InvestDirect International are:

- ◆ To allow you to deal in UK equities, US equities and a range of Exchange Traded Funds on an execution only basis online and by telephone.
- ◆ To hold investments for you on a nominee name basis.

Your commitment

- ◆ You should view this as a medium to long-term investment and should aim to keep it for at least five years.
- ◆ You must be at least 18 years of age.
- ◆ You must be investing on your own behalf and must reside in one of the territories listed on the website (expat.hsbc.com/1/2/sharedealing). To benefit from this service you will require an HSBC Expat Bank Account. This account is needed for trade settlements. If you do not already have an HSBC Expat Bank Account, you can download an application form from the website (expat.hsbc.com/1/2/sharedealing). Before HSBC Expat can open your Bank Account, they will require you to send your completed application form, accompanied by your supporting documents, to the address provided on the form.
- ◆ To manage your own investments and strategies, as we provide an execution-only service.
- ◆ To ensure you have sufficient funds available to settle your trades and any charges including commission fees, Stamp Duty Reserve Tax and other taxes, levies or transaction costs. Please refer to the Charges page on our website for further information. This will include any costs arising from voluntary or non-voluntary corporate events.
- ◆ To complete any documentation and applications for additional services (as required) such as documentation and identification for dealing in US shares. You must provide us with the information, including personal information, we reasonably require to provide you with the service.
- ◆ You must provide us with the information, including personal information, we reasonably require to provide you with the service.

Risks

The following is a brief summary of some of the risks that you should consider:

- ◆ A share is an instrument representing a shareholder's rights in a company. When purchasing a share, you are becoming a co-owner of the company.
- ◆ The value of shares can fall as well as rise and is not guaranteed. You may get back less than the amount you invested. There is an extra risk of losing money when shares are bought in some smaller companies, including penny shares.
- ◆ There is an extra risk of losing money when shares are bought in Alternative Investment Market (AIM) companies, including penny shares.
- ◆ Past performance must not be viewed as an indication of future performance. You will be able to deal in a range of investments, each of which carries a different level of risk.

Full details of the risks can be found in the 'Further Information' section of this document.

Questions and answers

What is InvestDirect International?

InvestDirect International is an execution-only sharedealing and investing service, which means that you control your investment portfolio and investing strategies. You can deal online, and invest in a range of UK equities, US equities (subject to completing all additional documentation), and a range of Exchange traded Funds.

InvestDirect International offers a host of comprehensive online research tools, which will help you to stay up to date with market news, information and consensus opinions on most UK listed companies. These research tools are provided by HSBC Group and third parties.

The following services are provided by InvestDirect International

- ◆ View all your holdings online.
- ◆ Trade in most UK and Irish equities listed on the London Stock Exchange.
- ◆ Trade in most US stocks listed on:
 - New York Stock Exchange
 - NASDAQ American Stock Exchange
- ◆ Trade in a range of UK listed Exchange Traded Funds.
- ◆ Investment accounts in your sole name.
- ◆ Settle your trades to and from your nominated HSBC Expat Bank Account.
- ◆ Online access to comprehensive news and company information.
- ◆ Set-up email alerts, to let you know when a share has met the criteria you have set.

Who should apply for InvestDirect International?

Investors who like to manage their own investments and strategies, and prefer dealing online. Investors must be at least 18 years of age and be investing on their own behalf. Country restrictions exist. Please visit the website expat.hsbc.com/1/2/sharedealing for the list of available countries.

How do I apply for an Investdirect International Account?

Before you apply you will need to have an HSBC Expat Bank Account. Please see page 4 "Your commitment" which provides details on how to open an account.

To apply for an account, go to expat.hsbc.com/1/2/sharedealing and follow the instructions to apply online.

How long does the investment account opening process take?

Once we receive your completed application, it will be reviewed and if everything is in order, your account will open within three Business Days.

Applications for US sharedealing will not be actioned until all the additional documents and identification required have been received by us, in accordance with the United States Internal Revenue Services (IRS) regulations.

How do I transfer shares to my InvestDirect International account?

Just complete the transfer form which you can find in the 'Share Transfer' section of the 'Products and Services' page on our website (expat.hsbc.com/1/2/sharedealing). You need to complete, sign and return the form along with the share certificate to us. We will then arrange to transfer your paper certificate into your investment account. This process normally takes two weeks but may in exceptional circumstances take up to six weeks or longer to complete, during which time you will be unable to sell them.

To transfer shares in from another service provider, just complete the transfer request form which is also found in the 'Share Transfer' section of our website (expat.hsbc.com/1/2/sharedealing), sign it and return it to us.

We will then instruct your current provider to transfer your shares to us. The transfer normally takes two weeks, but may take longer as it depends on your current provider. You will not be able to sell your shares until the process is complete.

Can I cancel my application?

For a period of 14 days after we open your InvestDirect International account, you will have the right to cancel and close your account. You must tell us in writing that you wish to cancel.

Thereafter, you can close your InvestDirect International account at any time by writing to us. You will not be charged for closing your account.

However, please note that you will not be able to cancel any transactions undertaken via InvestDirect International, once placed in the stock market, where the price fluctuates in the financial market place. You will also have to pay us any monies due at the time you cancel/terminate the contract, including any charges for the transactions required to transfer your assets out of your Account.

Can I access the website 24 hours a day?

Yes. However, on occasion we may undertake routine maintenance, which normally takes place between 00.00 and 6am on a Sunday morning.

Orders placed outside of market hours will be executed as soon as practicable when the stock market opens.

How do I place a deal?

Deals can be placed online by logging into your InvestDirect International account and going to the buy/sell screen, or you can place deals via the telephone if it's more convenient. All calls that lead or may lead to a deal will be recorded and kept for seven years. You may ask us for a copy of any such record during the applicable seven year period.

However, please be aware that dealing charges are higher for deals placed over the telephone and during times of exceptional stock market volumes you may experience long call waiting times due to the number of customers calling. Please refer to our rates and fees detailed under 'Rates and fees' below.

How much can I trade?

With InvestDirect International, if we approve your application, we allocate a trading limit of £10,000 (or such other amount as we may notify you from time to time), which means that all deals placed and yet to settle must not exceed this trading limit. You will need to ensure that sufficient funds are available in your nominated HSBC Expat Bank Account to meet the costs of any purchases on the settlement date. If you wish to request to alter this limit at any time, please contact us.

How do I pay for shares?

InvestDirect International has a Settlement Account, which is opened for you and is linked to your nominated HSBC Expat Bank Account. You will be able to view all the transactions you make and any cash dividends you receive, through your online Settlement Account. The proceeds of your deals and dividends will be transferred daily (in a single transaction) to your nominated HSBC Expat Bank Account. The money to pay for share purchases will be taken from your nominated HSBC Expat Bank Account daily (in a single transaction). Where there is a combination of sales, purchases and dividend distributions, the net proceeds will be taken from or transferred to your HSBC Expat Bank Account as appropriate.

How will my stocks and shares be held?

We will open an Investment Account for you in which your stocks and shares will be held electronically. These will usually be registered in the name of our nominee company. In some cases, your stocks and shares will be held in the name of a sub-custodian instead. You remain the beneficial owner of the shares.

Nominee accounts make sharedealing easy because the responsibility for looking after all the administration associated with your investments falls upon us.

This means we will ensure that any dividends you receive are collected and dealt with according to your instructions. You will not receive any correspondence direct from the company in which you hold shares. Where applicable to you, we will try to inform you by post of any corporate actions affecting your account, although there will be some situations where it is not possible for us to do so and in those cases we will act on your behalf as we see fit.

How will dividends be paid?

During the account application process, you will be required to select how you want to receive dividends – either in cash or where appropriate, as shares (scrip).

All dividends generated from investment into new or existing Real Estate Investment Trusts will be paid in cash, even if a scrip dividend has been elected previously. Dividends paid in cash will be credited to your InvestDirect International Settlement Account. Cash in your Settlement Account will be transferred to your nominated HSBC Expat Bank Account.

Where the company permits, dividends paid in shares will be added to your Investment Account as soon as possible after receipt from the company.

For further information regarding our nominee accounts, please refer to the HSBC InvestDirect International Terms and Conditions (located at [expat.hsbc.com/1/2/sharedealing](https://www.expat.hsbc.com/1/2/sharedealing)). For further information regarding our nominee accounts, please refer to the HSBC InvestDirect International Terms and Conditions (located at [expat.hsbc.com/1/2/sharedealing](https://www.expat.hsbc.com/1/2/sharedealing)).

Do you offer a Dividend Reinvestment Plan (DRIP)?

No. We do not currently offer DRIP.

How can I check the value of my portfolio?

Your portfolio of shares can be viewed online by logging on to the InvestDirect International section of the website at any time ([expat.hsbc.com/1/2/sharedealing](https://www.expat.hsbc.com/1/2/sharedealing)). We will send you statements quarterly by post. Statements will be dated in March, June, September and December.

When placing a deal is the price quoted guaranteed?

When entering a buy or sell order in UK shares, you will see a "fixed price quote" on the preview order screen where available. A "fixed price quote" is only available on UK share orders when the market is open, and may not be available on large orders (see question "Will I get a fixed price quote on all my deals?"). The "fixed price quote" system automatically contacts a number of market makers to get you the best price offered by those market makers at the time you are trading your shares. The price will be shown with the label "fixed price quote" together with a countdown giving you 15 seconds to confirm the order.

Fixed price quotes are not guaranteed. This is because the prices are offered by third party market makers who may withdraw the price (for example, if there has been market volatility in the 15 second countdown). However, in most cases you will receive the price you accepted.

Will I get a fixed price quote on all my deals?

A "fixed price quote" is available on most UK shares, but only when the market is open. A "fixed price quote" may not be available for large share quantity orders. If you wish to buy or sell a large quantity of shares, you should not split your order into a number of smaller orders which may then be executed with a fixed price quote. This practice is in breach of stock market conduct and may result in your executed orders being cancelled. If we are unable to offer a "fixed price quote", the quote will be labelled "@ best" with a message "The price at which your order is executed may differ from the indication

price." The price you will receive for this will be based on the market price available at the time of the deal and may differ from the "@ best" price shown.

Can I place a deal limited by price (a Limit Order)?

Yes. We will accept an order to buy or sell a specified investment at a fixed price or better (a Limit Order). Limit Orders placed online are valid for one Business Day. You may place a Limit Order to remain open for up to 28 calendar days using our telephone service. Whilst we will try to execute your Limit Orders if the limit price is reached, we cannot guarantee to deal at your given price, particularly in fast moving or volatile markets.

Can I sell shares the same day I purchased them?

Yes. Once a purchase has successfully executed, a sale order may be placed.

Can I amend or cancel an order?

You are unable to amend or cancel an order, once it has been executed in the market. However, you may be able to amend or cancel an order prior to execution. Examples would be where you have placed your order outside of Trading Hours, and the order has not yet been placed in the market, or if your order has not met the limit price set.

To contact us, please use the contact details on page 3 to call us.

We will not be liable for any loss if an order cannot be cancelled at your request.

When will I get my money from a share sale?

UK equity trades settle two Business Days after the date of the trade (T+2) and US equities three Business Days (T+3). This means that for an InvestDirect International account, money from a sale will go into the Settlement Account on the third Business Day after the date of the sale. The money will then be automatically transferred to your nominated HSBC Expat Bank Account same day.

Do you allow short selling?

No, we do not offer a short selling service.

How will I receive contract notes?

We will send you contract notes (trade confirmations) on the Business Day following the day on which the trade was executed. You may ask for paper copies by telephoning on the number at the front of this document.

What is the Secure e-message service?

The Secure e-message service is an email messaging facility that enables you to communicate with us and vice-versa after you have logged on to the secure site. Please note that you should not send any instructions to trade using the Secure e-messaging facility as we will not be able to act upon them.

How much does the service cost?

The service costs nothing to open, but there are charges for dealing and other transactional and service costs. See below under the 'Charges' page of our website (expat.hsbc.com/1/2/shared dealing) for further information.

We will also provide you with our Costs and Charges Disclosure Document. This document gives you important information about charges and the breakdown of costs you pay in respect of your investments and the services we provide to you.

If you are transferring shares from another sharedealing service, you may be charged by your existing service provider. We recommend you check before you request us to transfer them for you.

Except where indicated otherwise, any costs related to the Service are exclusive of any applicable VAT, stamp duty, stamp duty reserve tax, other taxes and levies relevant to orders you place.

Each year around the anniversary of the date on which you opened your account we will send you a Costs and Charges Statement which sets out the actual charges that have been made together with an illustration of the cumulative effect of those charges on your Fund investments.

Are there any account closure fees or inactivity fees?

We do not charge you to close your account nor if we mark your account as inactive (dormant). For further information regarding dormant Accounts please refer to the HSBC InvestDirect International Terms and Conditions.

However, there is a charge for transferring stock out of your account, either to another broker or directly to you in certificate form.

Any trades placed that have yet to settle must be settled before your account can be closed.

Please refer to our Charges page on our website (expat.hsbc.com/1/2/shared dealing) for further information.

How can I obtain further information?

We may provide you with information including documentation via our Website hsbc.co.uk as permitted by the FCA rules and where you have agreed to this. We will let you know the website address electronically, when such information is put onto the website where it will be updated from time to time.

We may in particular provide the following to you via a website:

- (a) our terms in relation to trading;
- (b) a general description of the nature and risks of financial instruments;
- (c) our published fee tariffs, Costs and Charges Disclosure Document, Costs and Charges Statements and other information on our costs and charges;
- (d) details of our Best Execution policies; and
- (e) key investor information documents.

What happens to my stock and shares if I stop receiving the service?

When you stop receiving the service, we will seek to transfer investments in accordance with your instructions. If you do not tell us what you want to do with your investments within a reasonable time, we may take necessary reasonable steps to return your investments to you. If we have not heard from you, we may sell your investments and pay the sale proceeds into your nominated HSBC Expat Bank Account or another HSBC personal bank account in your name or send the proceeds of sale to you. This may mean that we will send a cheque to the last address we hold on record for you where it is reasonable for us to do so.

We will give you advance notice if we intend to sell your investments in this way.

Charges

	Deals placed online	Deals placed by telephone
UK Shares and Exchange Traded Funds	£14.95	£19.95
	<p>The following Government charges apply:</p> <p>UK Stamp Duty Reserve Tax* – 0.5% on purchases of UK registered stocks settled by CREST (rounded up to the nearest 1p)</p> <p>Please note – From April 2014 purchases of stocks listed on AIM and purchases of UK ETF units are exempt from UK Stamp Duty Reserve Tax.</p> <p>Panel on Takeovers and Mergers Levy* – £1 charge on all equity deals over £10,000.</p> <p>Stamp Duty – Non CREST eligible and CREST eligible residual stocks are subject to Stamp Duty of 0.5% (where total consideration is over £1,000) rounded up to the nearest £5.00.</p>	
Shares denominated in Euros	€21.95	€41.95
	<p>The following Government charges apply:</p> <p>Irish Stamp Duty* – 1.0% on Irish equity purchases</p> <p>Panel on Takeovers and Mergers Levy* – €1.25 charge on all Irish share transactions over €12,500</p> <p>French Transaction Tax (FTT)* – 0.3% on purchases</p> <p>Italian Transaction Tax (ITT)* – 0.1% on purchases (0.2% for Over The Counter trades)</p>	
US Shares	\$24.95	\$29.95 – Up to 1,000 shares \$0.03 per share – Over 1,000 shares
	<p>A small transaction fee will apply to the sale of US equities and is paid to the US Securities and Exchange Commission (SEC). For reference, the latest SEC rate is 0.00218%* (Correct as of 16 February 2016). This SEC levy is subject to change at any time.</p> <p>For the up-to-date rate, please see the latest announcement on the SEC website: sec.gov/divisions/marketreg/mrfreqreq.shtml#feerate</p>	

* These charges are not set by HSBC and are therefore outside of HSBC's control. All other charges are set by HSBC.

Rates and fees – other charges		Free
	Transfer stock in	Free
	Transfer stock out	£15.00 per line of stock
	Copy issues of tax certificate or statement	£15.00 + VAT per copy/trade
	Duplicate contract note	£15.00 + VAT per trade

Please note: Fees are subject to change at our discretion. You will receive 30 days' prior written notice if any of the fees are increased or if a new fee is introduced.

Further information

InvestDirect International is provided by HSBC UK Bank plc. HSBC UK Bank plc is established at **1 Centenary Square, Birmingham B1 1HQ** which is its registered office. HSBC UK Bank plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our firm's reference number is 765112. You can check this on the Financial Services Register by visiting the Financial Conduct Authority website **fca.org.uk** or by contacting the Financial Conduct Authority on **0800 111 6768** or **+44 207 066 1000** if you are dialling from outside of the United Kingdom. HSBC Bank plc's registered VAT Number is GB365684514.

HSBC Expat is a division of HSBC Bank plc, Jersey Branch: **HSBC House, Esplanade, St. Helier, Jersey JE1 1HS, Channel Islands**. HSBC Bank plc, Jersey Branch is regulated by the Jersey Financial Services Commission for Banking, General Insurance Mediation, Investment and Fund Services Business and licensed by the Guernsey Financial Services Commission and the Isle of Man Financial Services Authority. Copies of personal banking Terms and Conditions and audited accounts are available on request.

Unless agreed to the contrary, sharedealing transactions placed with HSBC UK Bank plc will be traded by us in sterling, with HSBC UK Bank plc acting as either agent or (where permitted by applicable laws and regulatory requirements) as principal.

Suitability of Agreement

Neither the information, nor any opinion contained in our site constitutes an offer to sell or solicitation or an offer to buy any securities or financial instruments or any other products, accounts or services or any advice or recommendation with respect to such securities, financial instruments or other products, accounts or services. Before entering into an agreement, you are advised to obtain appropriate legal, accounting and tax advice where necessary. The material contained on our Site is for information only and does not constitute investment or other financial advice or a recommendation to buy or sell investments. As InvestDirect International is an execution only service, we are not required to assess the suitability of this service for you. This means that the protection offered by the Financial Conduct Authority's rules on assessing suitability does not apply to these services.

InvestDirect International is provided for personal use only and is not intended to be used for professional purposes. You will be categorised a retail client in relation to your use of these services, in accordance with the definition published by the Financial Conduct Authority.

Retail Clients have the highest level of protection under the Financial Conduct Authority Conduct of Business rules. You may also have the right to access the Financial Ombudsman Service for complaints and the Financial Services Compensation Scheme for compensation.

Investing

You may only trade in investments, which we define as all freely transferable equity and debt securities listed on UK exchanges. In addition you may trade open-ended investment companies and investment products linked to an index which is listed in the relevant page of our website or as notified to you from time to time, but excludes derivatives. Investments also include most shares listed on the NYSE, AMEX and NASDAQ exchanges.

Stabilisation

When a new issue of shares comes on to the market stabilisation may occur. Sometimes the price of newly issued shares can drop before buyers are found. Stabilisation enables the market price of a security to be maintained during the period that the new issue is being sold to the public. It may affect the price of the new issue and the price of other securities relating to it.

The 'stabilisation manager' is normally the firm chiefly responsible for bringing a new issue to market. The stabilisation manager is entitled to buy back securities that were previously sold to investors or allotted to institutions that have decided not to keep them. The effect of this is to keep the price at a higher level than it would otherwise be during the period of stabilisation.

Stabilisation is allowed by the Financial Conduct Authority and stabilisation managers have strict rules that they must adhere to.

The fact that a new issue or a related security is being stabilised should not be taken as any indication of the level of interest from investors, nor of the price at which they are prepared to buy securities.

Failed Trades

A Failed Trade may occur when we go into the market to buy an Investment to execute your order, but because we can't source the Investment in the market (for whatever reason), we are restricted to using our reasonable endeavours to obtain the Investment for you from other sources. As we may aggregate your orders, a Failed Trade may apply to one or more orders you place to buy an Investment.

In the event of a Failed Trade, we will:

1. move the money we took to effect settlement into an appropriate segregated account, until we are able to source the Investment in the market;
2. send you a letter telling you about the Failed Trade within two Business Days of the settlement date; and
3. inform you once the trade has settled in the Market.

Importantly, you will pay the same price in the event of a Failed Trade as you would have paid had the trade been settled in accordance with the contract note.

Please be aware that while you won't be able to transfer an Investment that is the subject of a Failed Trade, you will be able to sell the Investment. The delay in obtaining the stock will not affect your ability to sell the shares, nor will it affect your rights to any entitlements associated with the ownership of shares, such as dividends, which are due to you.

Risks

- ◆ A share is an instrument representing a shareholder's rights in a company. When purchasing a share, you are becoming a co-owner of the company – you therefore participate in its development as well as in chances for profits and losses, which makes it difficult to forecast the precise yield on such an investment. An extreme case would be if the company went bankrupt, thereby eroding the total sums invested.
- ◆ Overseas securities – If you decide to invest in overseas securities or securities denominated in a currency other than Sterling, the value of your investment and income from it could be affected by changes in the rates of exchange between currencies.
- ◆ Smaller Companies – There is an extra risk of losing money when shares are bought in some Alternative Investment Market (AIM) companies including penny shares, as there is a big difference between the buying price and the selling price of these shares. If they have to be sold immediately, you may get back much less than you paid for them.

Tax

All credit interest on your portfolio will be paid gross and will contribute towards your personal savings allowance, if applicable. Dividends from UK shares will also be paid gross (but there may be some withholding tax in respect of non-UK shares), and will contribute towards your Dividend Allowance. If you exceed your allowances, it's your responsibility to declare this to HMRC, as you may be required to pay some tax on the interest and/or dividends received via your own tax return (please check your personal allowances). For further information on your allowances and responsibilities please visit [gov.uk](https://www.gov.uk)

In addition, any growth in the value of an investment may be subject to capital tax gains if your total capital gains (less allowable losses) from all sources exceeds your annual exemption limit. The sale of shares in certain Funds can have a different treatment. UK investors investing in offshore funds which have been granted HMRC 'reporting fund' status are required to declare distributions received and 'excess reportable income' over the amounts actually distributed. Reports of the relevant income will be made available by the Fund and you will be responsible for obtaining the relevant information. Information relating to a Fund's excess reportable income should be available from the Fund directly, for example in the annual report and accounts or, in some circumstances, may be available online.

This information is based on our understanding of current UK tax law and HM Revenue & Customs practice. Tax benefits, law and practice may of course change in the future. Your tax liability will depend on your own individual circumstances, including your country of residence for tax purposes. If you are UK resident and non-domiciled for UK tax purposes, using money from your HSBC Expat Bank Account (or any money held offshore) to settle trades via InvestDirect may create a UK taxable remittance. If you are unsure about your own situation, you should seek appropriate professional advice. We have no responsibility for your tax obligations (including payment).

If you are unsure about your own situation, you should seek appropriate professional advice.

Conflicts of Interest

We have a strict policy on how we manage any conflict of interest which may arise between your interests and that of other customers, ourselves or other members of the HSBC Group. The HSBC InvestDirect International Terms and Conditions cover this policy in more detail.

Best Execution

The Best Execution Disclosure Statement contained in the HSBC InvestDirect International Terms and Conditions provides a summary of the steps we will take to achieve the best possible result for client orders.

Financial Services Compensation Scheme

HSBC UK Bank plc is covered by the Financial Services Compensation Scheme (FSCS). You may be eligible to compensation from the scheme if you have a valid claim against us in respect of investment business and we cannot meet our obligations. Most types of investment business are covered. Your eligible deposits (including cash balances in your cash account) are covered separately by the FSCS. The FSCS can pay compensation to depositors if a bank is unable to meet its financial obligations. Most depositors are covered by the scheme.

In respect of deposits, an eligible depositor is entitled to claim up to the current FSCS limit for deposits. For joint accounts each account holder is treated as having a claim in respect of their share so, for a joint account held by two eligible depositors, each depositor would have a separate claim up to the FSCS deposit limit and so the maximum amount that could be claimed in total would be twice the current FSCS deposit limit. The FSCS deposit limit relates to the combined amount in all the eligible depositor's accounts with the bank, including their share of any joint account, and not to each separate account.

InvestDirect and HSBC are both trading names of HSBC UK Bank plc and customers who hold deposits under both trading names will only be eligible for one claim of up to the FSCS deposit limit in total. For further information about the compensation provided by the FSCS (including the amounts covered and eligibility to claim) please refer to the FSCS website [fscs.org.uk](https://www.fscs.org.uk) or call the FSCS on **0800 678 1100** or **020 7741 4100**.

Please note only compensation related queries should be directed to the FSCS.

Language and Law

These key features and our terms and conditions are supplied in English and we will communicate with you in English during the course of our relationship with you. The terms and conditions are governed by the law of England and Wales as are our dealings with you up until the time you enter into the contract. The English Courts will have non-exclusive jurisdiction over all disputes arising in connection with your relationship with us. Any banking terms and conditions implied by law will also apply to our terms and conditions.

Complaints

If you are unhappy in any way with our products and services then please let us know by speaking to one of our Customer Service Representatives on **03456 080 848** or writing to us at:

HSBC InvestDirect
PO Box 716
Forum 1
The Forum
Parkway
Whiteley
Fareham
PO14 9QD

On receipt of your complaint, we will send you a copy of our leaflet 'Listening to your comments' which explains how we will handle your complaint. A written copy of our complaint procedures is available on request.

If we cannot resolve your complaint in the first instance, you can refer it to:

Financial Ombudsman Service
South Quay Plaza
83 Marsh Wall
London
E14 9SR

Telephone: **0800 023 4567**
or to call from abroad **+44 20 7964 0500**

Email: complaint.info@financialombudsman.org.uk

Website: [financial-ombudsman.org.uk/contact](https://www.financial-ombudsman.org.uk/contact)

The Financial Ombudsman Service will generally review complaints from retail customers. However, their criteria for reviewing complaints may mean that even if you have been categorised by a provider of products and services as a retail client, they may not regard you as an eligible complainant. Complaining to the ombudsman will not affect your legal rights.

Accessibility

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